



**COUNTY OF LOS ANGELES
OFFICE OF AFFIRMATIVE ACTION COMPLIANCE**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 780
LOS ANGELES, CALIFORNIA 90012
(213) 974-1080 / FAX (213) 626-7034
TTY (213) 974-0911
[HTTP://OAAC.CO.LA.CA.US](http://OAAC.CO.LA.CA.US)

MEMBERS OF THE BOARD
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DENNIS A. TAFOYA
DIRECTOR

February 28, 2007

To: Each Supervisor

From: Dennis A. Tafoya
Director

A handwritten signature in black ink, appearing to read "Dennis A. Tafoya", is written over the printed name and title.

Subject: **DEPARTMENT OF PUBLIC WORKS CORRECTIVE ACTION PLAN
SECOND SEMI-ANNUAL REPORT**

This is to provide your Board with the second semi-annual Report of Progress on the Department of Public Works' (DPW) Corrective Action Plan established to improve its employees' well being and promote positive cultural change within the department. During your January 18, 2005 meeting, your Board gave oversight responsibility for implementation of the Corrective Action Plan to my office. This report covers the period July 1, 2006 through December 31, 2006.

In brief, I am pleased to report that during this semi-annual period, DPW continued to make significant progress in the achievement of the corrective provisions. The department's Cultural Assessment Survey was presented to approximately 2,600 DPW employees and DPW continues to be committed to enhancing its work environment and achieving equal employment opportunity. The department has fully implemented all the Corrective Action Plan provisions and effectuated a respectful, inclusive organizational culture, particularly within the management ranks. Further, it is my assessment that no further reporting of DPW's progress toward fulfilling the terms delineated in the Corrective Action Plan is necessary. Thus, unless I hear otherwise from your Board, this will be the last report submitted to you regarding the aforementioned subject matter.

The attached report provides our findings and supporting documentation. I am available to answer any questions you may have concerning this report.

DAT:MVC:DK:cf

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Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Director, Department of Public Works

LOS ANGELES COUNTY

Office of Affirmative Action Compliance

**Corrective Action Plan
for the Department of Public Works
Progress Report**

**Semi-Annual Activity Report
July 1 – December 31, 2006**

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I. BACKGROUND

Two years ago, the Department of Public Works (DPW) devised a corrective action plan (CAP) to aggressively investigate complaints involving discrimination, sexual harassment and other acts of harm which violated the Department's and County's equal employment opportunity policies, procedures and regulations. DPW also committed to fostering an atmosphere where employees feel confident that complaints about behavior or actions of supervisors or other staff will be thoroughly investigated, without fear of retaliation.

Presently, working with the Office of Affirmative Action Compliance (OAAC), DPW has established various initiatives aimed at improving areas identified from the September 1, 2006, Cultural Assessment Survey. Specifically, the department created a "Values Management" program to further DPW's findings from this survey.

During the reporting period of July 1, 2006 through December 31, 2006, DPW fostered an environment where DPW employees feel confident that discrimination complaints will be taken seriously. The Department continues to prioritize training and education as an essential element to promoting equal opportunity. During this reporting period, OAAC investigated 26 jurisdictional complaints, resulting in 11 substantiated complaints and 15 unsubstantiated complaints. Although 42% of these complaints were substantiated, the Department, through prompt and appropriate corrective action, demonstrated its commitment to eliminating discrimination in the workplace. Through DPW's efforts in promoting equality and awareness, the work atmosphere at DPW fosters a positive environment where employees can report complaints more freely and receive a timely resolution.

DPW's Equal Employment Programs are strongly oriented towards prevention. DPW, in collaboration with the OAAC, is committed to significantly limiting its exposure and liability by promoting respect for diversity, employing effective risk management best practices, and pursuing an aggressive training and education course of action. Additionally, through ongoing education, training and the monitoring and review of all complaints in a timely manner, DPW is able to prevent and/or eliminate discrimination and foster an environment that ensures equal opportunity for all employees.

II. OBJECTIVES

On October 21, 2004, the DPW developed a CAP to address numerous workplace concerns. Today, the Department remains committed to continuing prompt and corrective action in substantiated complaints, in addition to increasing the level of awareness of all administrative, managerial and supervisory employees, with the goal of reducing the Department's exposure to liability as it relates to discrimination complaints.

As previously stated in the prior semi-annual report, DPW's goals continue to reassess how the Department recruits, promotes and retains employees. Accordingly, DPW believes through strong executive and managerial commitment, the leadership of the Department will improve its organizational culture, foster an environment that respects and values diversity and one that is free of discrimination.

The following three strategic objectives were identified in pursuit of DPW's commitment to diversity and prevention of discrimination, as it relates to the Department's short and long-term goals:

- **Objective 1-** Eradicate discrimination in the workplace by enforcing DPW's and the County's equal employment opportunity policies, procedures and regulations;
- **Objective 2-** Promote inclusion and diversity in all levels of the workforce;
- **Objective 3-** Empower individuals so that they may participate and contribute to their fullest potential to the mission of DPW.

III. GOALS

The following CAP goals were identified to improve employee' well-being and promote positive cultural change within the department.

| | |
|-------------------------|---|
| GOAL 1 ✓ Implemented | Create the position of Ombudsperson who will report to DPWs' Chief Deputy Director and who will be responsible to oversee all diversity initiatives and employment discrimination complaint investigations. |
| GOAL 2 ✓ Implemented | Establish a Women's Council that encourages free and open discussion about women's working conditions at the DPW. |
| GOAL 3 ✓ Implemented | Issue a statement to all employees indicating a zero tolerance policy of sexual harassment and discrimination in the workplace, announce a newly created Ombudsperson position, and encourage employees to utilize the new services. |
| GOAL 4 Ongoing | Mandate "Employment Discrimination Prevention Training" for all employees under the auspices of OAAC with refresher training every 24 months |
| GOAL 5 Ongoing | Mandate "Employee Sexual Harassment Prevention Training" under the auspices of OAAC with refresher training every 24 months. |
| GOAL 6 Ongoing | Mandate "Executive Series Sexual Harassment Prevention Training" for all managers and supervisors, including the Director and Chief Deputy Director under the auspices of OAAC. Refresher training sessions should commence every 12-18 months. |
| GOAL 7 ✓ Implemented | Provide quarterly "Awareness Sessions" on discrimination and retaliation at Division Head Committee and Staff Meetings. |
| GOAL 8 Ongoing | Develop and mandate "Workplace Ethics/Code of Conduct Training" for all managers and supervisors, including the Director and Chief Deputy Director. After training, attendees will be required to share training objectives with staff at regular meetings. |

| | |
|--------------------------|--|
| GOAL 9 ✓ Implemented | Conduct an employee awareness campaign that will involve five to ten minute spot presentations at selected departmental training sessions, ongoing articles in the Department's newsletter and ensuring that the Ombudsperson's office is present at all Director's Forum meetings. |
| GOAL 10 ✓ Implemented | Request OAAC to administer surveys, focus groups, and interviews to develop a Department-wide cultural assessment of DPW for the purpose of addressing diversity-related issues and developing a plan to improve the work environment. Incorporate assessment recommendations into the DPW's Strategic Plan. |
| GOAL 11 Ongoing | Continue with the Department's ongoing training program on diversity; provide posters in work areas to bolster awareness of the Ombudsperson, and reinforce anonymous reporting channels for victims/witnesses who prefer this method of reporting incidents. |
| GOAL 12 ✓ Implemented | Review the Department's Administrative Directive on Sexual Harassment to ensure that abuse types, consequences, and reporting procedures concerning discussions, incidents, e-mails, casual conversations, and rumors are communicated clearly to employees, supervisors, and managers. |
| GOAL 13 ✓ Implemented | Evaluate MAPP participant managers on their support and furtherance of the DPWs' Diversity Program and Equal Employment Opportunity (EEO) requirements during their annual performance review. |
| GOAL 14 ✓ Implemented | Incorporate the actions of the CAP into DPW's Strategic Plan. |
| GOAL 15 ✓ Implemented | Utilize the OAAC to monitor and provide independent oversight of DPW to ensure all provisions of this CAP are implemented and that all complaints of discrimination are reported and investigated in a timely manner. |
| GOAL 16 ✓ Implemented | The OAAC will assign a full-time deputy compliance officer to monitor DPW's progress toward successfully implementing all provisions of this CAP and provide a semi-annual progress report to the Board of Supervisors. |

OBJECTIVE 1

Objective: Eradicate discrimination in the workplace by enforcing DPW's and the County's equal employment opportunity policies, procedures and regulations.

Goals related to achieving objective:

GOAL 4

Mandate "Employment Discrimination Prevention Training" for all employees under the auspices of OAAC with refresher training every 24 months.

Status: Ongoing

DPW mandated all employees attend the OAAC's Employment Discrimination Prevention training. During the first half of the year, 487 employees were trained. During this period, 1,514 employees were trained in "Employment Discrimination Prevention for Employees." A total of 2,001 employees were trained in this calendar year.

GOAL 5

Mandate "Employee Sexual Harassment Prevention Training" under the auspices of OAAC with refresher training every 24 months.

Status: Ongoing

DPW mandated the Employee Sexual Harassment Prevention training to all employees. During the first half of the year, 575 employees were trained. During this period, 286 employees were trained in "Sexual Harassment Prevention Training." A total of 861 employees were trained in this calendar year. Additional refresher training has been scheduled beginning in January 2007.

GOAL 6

Mandate "Executive Series Sexual Harassment Prevention Training" for all managers and supervisors, including the Director and Chief Deputy Director under the auspices of OAAC. Refresher training sessions should commence every 12-18 months.

Status: Ongoing

DPW previously mandated the Executive Series Employee Sexual Harassment Prevention training to all managers and supervisors. The OAAC did not conduct periodic Sexual Harassment Prevention Training courses for executives during this semi-annual period because all necessary training was completed as of December 31, 2005. However, three sessions were conducted to train new managers appointed in 2006. During this period, 23 new managers were trained in "Sexual Harassment Prevention for Executives." Refresher training sessions will be presented to supervisors and managers beginning January 2007.

Goal 1 Supplemental Recommendation

The OAAC recommends that DPW should work to integrate diversity efforts into a cohesive strategy tied to the Department's Strategic Planning efforts and Performance Counts! metrics.

Status: Implemented

Goal 4 of DPW's new Strategic Plan provides for implementing its Diversity Plan and Program on an ongoing basis as part of its Strategic Plan. This Goal will be reported on a quarterly basis to DPW employees as they go forward under the Department's five-year Strategic Plan.

Goal 15 Supplemental Recommendation

OAAC has suggested that DPW develop an effective and secure database or tracking tool to organize and identify trends related to complaints received. OAAC believes that its database has proven effective and would serve as an excellent model.

Status: Implemented

DPW is using the recently purchased Goldmine database system, which accommodates the tracking of disciplinary cases. The Ombudsperson located at DPW headquarters is currently utilizing its database system to track complaints, in addition to several reports that track complaints and corrective action implemented by DPW.

OBJECTIVE 2

Objective: Promote inclusion and diversity in all levels of the workforce.

Goals related to achieving objective:

GOAL 8

Develop and mandate "Workplace Ethics/Code of Conduct Training" for all managers and supervisors, including the Director and Chief Deputy Director. After training, attendees will be required to share training objectives with staff at regular meetings.

Status: Ongoing

The Ethics Program is one of five goals delineated in DPW's Values Management Training. Communication and training for the Ethics Program follows the current plan and schedule for DPW's Values Management training. Utilizing the services of a DPW consultant, the Department will train its supervisors and managers, consisting of approximately 1,000. This training is scheduled to be completed by the end of June 2007. Training for subordinate staff will commence in about July 2007. DPW plans to provide semi-monthly department-wide training on selected topics, which would be presented to staff in "Tailgate Sessions" for field employees and "Section Meetings" for other personnel.

GOAL 10

Request OAAC to administer surveys, focus groups, and interviews to develop a department-wide cultural assessment of DPW for the purpose of addressing diversity-related issues and developing a plan to improve the work environment. Incorporate assessment recommendations into the DPW's Strategic Plan.

Status: Implemented

A set of Values Management Projects (see Attachment A) is being initiated under DPW's Values Management efforts for Fiscal Year 06-07. Many of these projects have been specifically indicated as being addressed in its new Values Management training now being finalized. Others are proceeding separately at this point, but may be integrated later into the Values Management training if appropriate. The projects are part of DPW's ongoing efforts to address diversity-related issues and continue to improve its work environment.

Goal 4 of our new Strategic Plan provides for developing a similar set of Projects from this fiscal year going forward.

GOAL 11

Continue with the Department's ongoing training program on diversity; provide posters in work areas to bolster awareness of the Ombudsperson, and reinforce anonymous reporting channels for victims/witnesses who prefer this method of reporting incidents.

Status: Ongoing

The Valuing Diversity Program is one of five goals delineated in DPW's Values Management Training. Under the current plan and schedule for new Values Management training, DPW would initially train its supervisors and managers consisting of approximately 1,000. The target date for completion is by the end of June 2007. Managers and supervisors would then provide ongoing training to their subordinate staff starting in about July 2007. DPW plans to provide semi-monthly department-wide training on selected topics, which would be presented to staff in "tailgate sessions" for field employees and "Section Meetings" for other personnel. In addition, the Diversity Coordinator conducts awareness training in all bi-monthly orientation sessions and all Diversity Training sessions. During this semi-annual reporting period, ten diversity-training sessions were facilitated by the OAAC. The Diversity Coordinator extended awareness sessions to include all six Safety Award ceremonies, which were held in July and August of 2006.

Goal 2 Supplemental Recommendation

The OAAC recommends that DPW incorporate the Mission and Vision statements of the Women's Council and Diversity Council into the overall strategic plan.

Status: Implemented

Both the Women's Council and The Diversity Committee have incorporated their respective Mission and Vision statements into DPW's "Plan" (i.e. strategic plan), which will be maintained in the ongoing future. Goal 4 of the overall Strategic Plan required that the "Plan and Program" (for the Women's Council and for the Diversity Committee) be maintained throughout the life of the Strategic Plan. This satisfies this supplemental recommendation, and it should now be considered completed.

Goal 10 Supplemental Recommendation

The OAAC recommends that DPW identify and develop initiatives to address the concerns of executive and middle management secretaries.

Status: Ongoing

During the Women's Council's retreat conducted on July 20, 2006, DPW focused on the following actions recommended in the Secretarial Focus Group Feedback Report:

- Host a women's symposium (or offer a series of brown bag sessions) that encourages free and open discussion, empowers women to speak out, educates employees on who they can go to for support and encourages female employees to provide feedback without fear.
- Create an action plan on how to provide ongoing feedback to senior leadership on women's issues and influence strategic planning efforts.
- Collaborate with Human Resources Training Section in the creation of a model for cross training secretaries and clerks that would allow better coverage of work responsibilities and allow employees to develop new skills.
- Develop a formal mentoring program for secretaries, clerks, and other interested women within DPW.

Because other women in the Department could benefit from the same actions, the Council expanded these programs to include everyone. The Council continues to conduct quarterly brown bag lunches and networking events to encourage free and open discussion. The Council uses the Ambassador Program to educate employees on who they can go to for support. Through this program, the Council also provides feedback to senior management on women's issues. The new mentoring program provides support and guidance to interested employees within DPW. The Department's integrated Values Management Program includes the Women's Workplace initiative at the core of its new strategic plan. The council decided not to move on the third bullet because DPW currently has a secretary program designed to address this topic.

OBJECTIVE 3

Objective: Empower individuals so that they may participate and contribute to their fullest potential to the mission of DPW.

Goals related to achieving objective:

GOAL 13

Evaluate MAPP participant managers on their support and furtherance of DPW's Diversity Program and EEO requirements during their annual performance review.

Status: Implemented

Workforce Diversity was added as an evaluative behavior to all managers' MAPP goals in October, 2006. Per Department of Human Resources, Diversity could not be listed as a new Operational Behavior but the performance standard is listed in an attachment for "Other Accomplishments" and the rating identifies with the category of "Compliance with County Policies and Board Directives."

The following is the performance standard for Workforce Diversity listed in the attachment:

Workforce Diversity

Promotes DPW's commitment to cultural understanding through training and education; has promoted a work environment that values respect, understanding, awareness, and acceptance of cultural differences in the workplace; ensures staff attendance at all relevant diversity and EEO training; and projects a commitment to diversity and equal employment opportunities for all staff. Demonstrates a commitment to the core workplace values of DPW as contained in the Values Management Plan; performance, collaborative communications, ethical behavior, and valuing diversity; has reinforced those values through periodic communication with staff.

GOAL 14

Incorporate the actions of the CAP into DPW's Strategic Plan.

Status: Implemented

DPW's new Strategic Plan includes the following as Goal 4 "Incorporate our adopted values (Spirit - Professionalism - Integrity - Respect - Innovation - The

Environment) into the department's culture through Values Management." Objective 4.1 is to implement DPW's "Initial" (five) Values Management programs. Objective 4.2 is to "Identify any additional program(s) that may be needed (to meet this Goal). This goal and these objectives are scheduled to go forward and the Department's implementation plan provides for quarterly reviews of their progress.

IV. DIVERSITY EFFORTS

DIVERSITY PLAN AND PROGRAM

Introduction

DPW has a diverse workforce that is comprised of approximately 3,600 employees in 500 different job classifications, including a large professional engineering staff and an equally significant component of laborers/semi-skilled trades workers. Additionally, DPW is uniquely diverse in that at least 70 different ethnic groups are represented in its workforce, with employees speaking 46 different languages. Also, as in other organizations, DPW is experiencing the complexities of presently having four generations in the same working environment. This diversity enhances DPW's ability to serve the public, yet presents many challenges in developing and maintaining a productive and cohesive work environment.

The Department's diversity plan sets out to accomplish this through its Values Management Goal, which is "to enhance the quality of the DPW workplace by managing shared values related to the workplace." The expected results of accomplishing this goal would include enhanced worker satisfaction and worker productivity. The scope of this goal includes the following values: a performance culture; equal employment opportunity; ethical behavior; valuing diversity; sensitivity to women's issues; and productive communications related to workplace issues.

Anticipated and current benefits to the Department under the Values Management Programs include: fostering a more satisfying and productive working environment; building and sustaining the Department's reputation and trust within the communities it serves; aligning the work effort of all employees with the Department's mission, vision and values; and establishing preferred behavior in the workplace. As a result of DPW's current and ongoing commitments to promoting equal opportunity, some work environments within DPW are becoming more inclusive, fostering respect and embracing diversity.

Management

DPW management is committed to the continued integration of respect and value for diversity throughout the organization. Management has shown this commitment by providing resources, modeling acceptable behavior, and encouraging full participation in initiatives designed to address issues that have arose within the workforce and the community served. By doing so, the organization continually strives to create an awareness that, in the words of Maya Angelou, "We are more alike than we are different."

Diversity Coordinator

The Diversity Coordinator, as leader of the Diversity Committee and the seven affinity groups: Asian Pacific Islander Committee, Black History Committee, Latino Heritage Committee, Filipino American Public Works Employees Association, International Committee, African American Engineers and Professional Employees Association, and the Dragon Boat Team, strives to:

- Keep the Diversity Committee focused on initiatives that support the organization's diversity awareness goals.
- Communicate educational diversity topics to senior management.
- Communicate the committee's work throughout the organization.
- Communicate the needs of the employees to management.
- Work with senior management on diversity-related policies and procedures.
- Organize and facilitate regular committee meetings and communication between members of the committee and the seven affinity groups.
- Administrative Manager of all affinity groups.

Diversity Committee

The Diversity Committee is comprised of 12 members who represent a cross section of the workforce's age groups, ethnic groups, job classifications, and organizational components. Employees on the committee have demonstrated that they value and embrace the diversity of the organization and want to create an environment where all people can work to their full potential. With a focus on the vision of management and the needs of employees and the community, the committee created the following Mission and Vision statements:

MISSION STATEMENT

To promote awareness, understanding, acceptance, and respect for diversity in the workplace and community.

VISION STATEMENT

To be the leader in public service through a diverse and inclusive workforce.

After creating the mission and vision statements, the committee embarked upon the task of formalizing a Diversity Strategic Plan that would continue to enhance our diversity through various initiatives. The current plan defines goals, strategies, and timetables with measurable outcomes that are both manageable and achievable.

Affinity Groups

The Affinity Groups work with the Diversity Coordinator and committee to ensure that the work environment strategically leverages, values, and respects diversity. The groups' missions and cultural awareness activities contribute to the vision of the Diversity Committee through alignment and championing opportunities that add value to DPW's diversity efforts. Embracing shared vision, the seven affinity groups: Asian Pacific Island Committee (APIC), Black History, Latino Heritage, Filipino American Public Works Employees Association (FAPWEA), African American Engineers and Professional Employees Association (AAEPEA), International Committee (IC), and Dragon Boat Team created Mission Statements that are supportive of DPW's "respect for diversity" effort throughout the organization.

V. INVESTIGATIONS

OMBUDSPERSON

The OAAC provides Ombudsperson and investigative services to DPW on a contractual basis. The DPW independent Ombudsperson investigates complaints of employment discrimination, harassment and retaliation filed against DPW. The Section currently is led by an Ombudsperson, who acts as a liaison between the Department and its employees. The Ombudsperson continues to meet with employees and their representatives to address their concerns about discrimination, harassment, retaliation and the organization's culture. The Ombudsperson continues to encourage employees who believe they are subjected to discrimination, harassment and retaliation to file complaints with the Section, with the greater goal of working with management to effectuate positive culture change throughout the Department so all employees feel valued and respected and perform productively to the best of their abilities.

The Ombudsperson continues to place a greater emphasis on prevention, by meeting and interacting with all levels of management at DPW on a frequent basis, apprising them of equal employment opportunity issues. During this reporting period, the Ombudsperson met with DPW's executive staff frequently in furtherance of promoting inclusion and knowledge in connection with ongoing investigations, which were identified as high risk complaints. Additionally, in furtherance of prevention, the Ombudsperson conducted meetings with DPW managers and employees on substantiated complaints in a concerted effort to promote awareness and inclusion.

COMPLAINTS

Complaints of discrimination continue to be processed in a timely manner (60 to 90 business days).

Although DPW continues to receive complaints based on discrimination and sexual harassment, some of the complaints for this reporting period involved non-County employees and County contractors. However, early detection by utilizing the Ombudsperson's services and expeditious corrective action implemented by the Department played a vital role in resolving these complaints. DPW continues to be committed to the joint relationship with the Ombudsperson, as it relates to investigations and resolving complaints.

Additionally, there were discrimination complaints that were substantiated on the basis of egregious racially derogatory acts; however, the events were based on acts of harm, which occurred several years prior to the Ombudsperson's presence at DPW.

The following outlines the complaint and Ombudsperson's service statistics during this semi-annual reporting period:

5.1 Complaint Data

DPWs' investigations and complaint data during the period of July 1, 2006 to December 31, 2006:

| Service Statistics | July 2006 | August 2006 | September 2006 | October 2006 | November 2006 | December 2006 | Total |
|---|-----------|-------------|----------------|--------------|---------------|---------------|-------|
| # of Jurisdictional Complaints Investigated | 4 | 4 | 5 | 1 | 5 | 7 | 26 |
| # of Complaints Filed | 7 | 6 | 4 | 4 | 8 | 5 | 34 |
| # of Jurisdictional Cases Assessed | 1 | 2 | 3 | 4 | 6 | 5 | 21 |
| # of Non-Jurisdictional Cases Assessed | 6 | 4 | 1 | 0 | 2 | 0 | 13 |
| # of Substantiated Cases | 1 | 1 | 1 | 1 | 3 | 4 | 11 |

Discipline Effectuated on Substantiated Cases:

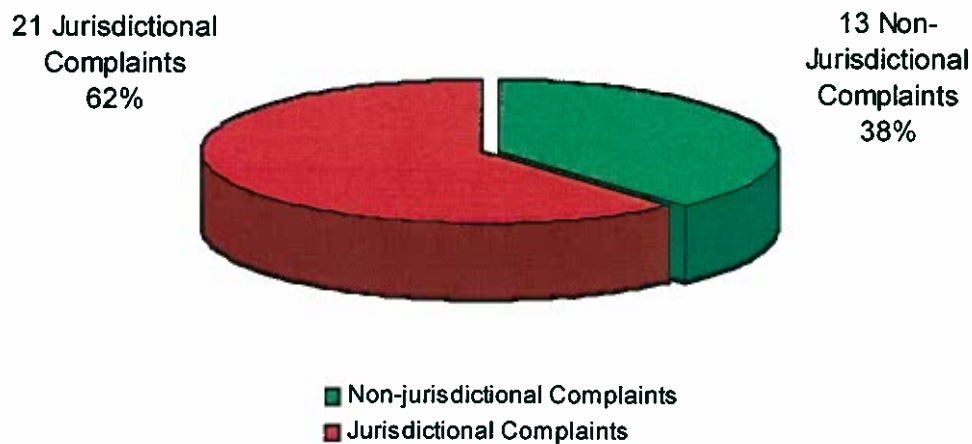
| Case Number | Basis | CAP Submitted in 10 Business Days | Corrective Action Plan |
|-------------|----------------------------|-----------------------------------|---------------------------------|
| DPW05-0206 | Sexual Harassment | Yes | 15 Day Suspension |
| DPW06-0016 | Sexual Harassment | Yes | Reduction and 15 Day Suspension |
| DPW06-0019 | Sexual Harassment | Yes | 2 Day Suspension |
| DPW06-0018 | Sexual Harassment | Yes | Counseled |
| DPW05-0203 | Sexual, Racial, Disability | Yes | Pending |
| DPW06-0017 | Racial Discrimination | Yes | Pending |
| DPW06-0052 | Racial Discrimination | Yes | Pending |
| DPW06-0010 | Sexual Harassment | Yes | Pending |
| DPW06-0011 | Sexual Harassment | Yes | Pending |
| DPW06-0025 | Racial Discrimination | Yes | Pending |
| DPW06-0046 | Racial Discrimination | Yes | Pending |

5.2 Complaint Graphs

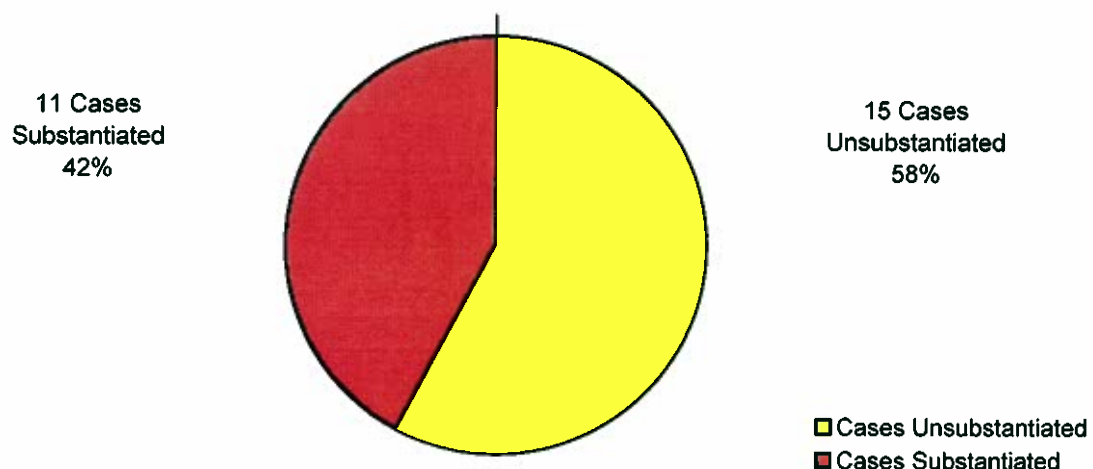
During this semi-annual reporting period, the Department received 34 complaints, 13 of which were identified as non-jurisdictional, and 21 of which were assessed as jurisdictional. Additionally, during the same 6-month period, the Ombudsperson investigated 26 jurisdictional complaints, which resulted in 11 substantiated complaints.

DPW investigations during the period of
July 1, 2006 to December 31, 2006:

Total Complaints Received: 34



Total Number of Jurisdictional Complaints Investigated: 26



5.3 Substantiated Complaints by Category-Type:

| Case Number | Bases for Substantiated Cases (May reflect multiple basis for some cases) | | | | | | | | | Filing Location | | No-Fault Settlement Agreement for Substantiated Cases | |
|---------------------|--|----------|------------|-----------------|----------|----------|-------------|------------|-------------------|-----------------|----------|---|---------------------|
| | Age | Color | Disability | National Origin | Race | Religion | Retaliation | Sex/Gender | Sexual Harassment | Headquarters | Field | Reached Agreement | Settlement Paid Out |
| DPW05-0206 | | | | | | | | | X | | X | | |
| DPW06-0016 | | | | | | | | | X | | X | X | |
| DPW06-0019 | | | | | | | | | X | | X | | |
| DPW06-0018 | | | | | | | | | X | X | | | |
| *DPW05-0203 | | | X | X | X | | | | X | | X | X | X |
| DPW06-0017 | | | | | X | | | | | | X | | |
| DPW06-0052 | | | | | X | | | | | | X | | |
| DPW06-0010 | | | | | | | | | X | X | | | |
| DPW06-0011 | | | | | | | | | X | X | | | |
| **DPW06-0046 | | | | | X | | | | | | X | | |
| DPW06-0025 | | | | | X | | | | | | X | | |
| Total: | 0 | 0 | 1 | 1 | 5 | 0 | 0 | 0 | 7 | 3 | 8 | 2 | 1 |

Examples of substantiated complaints identified as high risk:

***Case No. DPW05-0203**

- Basis of Complaint: Race, National Origin, Sexual Orientation and Disability
- No-Fault Settlement Agreement: \$49,500 on March 7, 2006
- OAAC substantiated the Charging Party's complaint, which involved derogatory statements and jokes based on race, national origin, sexual orientation and disability. Three supervisors and a subordinate were named as subjects of the investigation.
- High degree of risk was identified because the work environment the complaint was based on fostered several years of derogatory statements and jokes involving race, national origin and sexual orientation, which supervisors participated in and had knowledge of the inappropriate behavior.
- Mitigation efforts included reassigning the Charging Party and imposing discipline on all of the Subjects of Investigation, which included supervisors.

****Case No. DPW06-0046**

- Basis of Complaint: Racial Harassment
- OAAC substantiated an anonymous complaint received from the City of El Monte, Public Information Office, which was reported to the Office of Michael Antonovich, Supervisor, Fifth District, involving derogatory statements based on race and conduct associated with Nazism while in the work environment at DPW.
- Mitigation efforts included imposing discipline on the Subject of Investigation and the Ombudsperson training and meeting with the Supervisors within the field location to promote zero-tolerance and awareness within the work environment.

VI. ACTION PLAN TO REMEDY SUMMARY

In assessing DPW's overall CAP efforts, the Department's strengths clearly rest with the various resources committed to fostering an inclusive environment and promoting equal opportunity and respect for diversity. DPW initiated numerous preventative interventions for their employees during this reporting period that fostered an inclusive work environment and respect for diversity.

In furtherance of promoting awareness to employees, the Ombudsperson during this reporting period presented eight sessions involving the cultural assessment survey findings, resulting in 493 employees receiving information and awareness to culturally sensitive issues in the work environment. The Ombudsman will continue to meet with employees and promote awareness and an inclusive environment.

In summary, DPW has demonstrated its commitment to fulfilling all the terms of the Corrective Action Plan and the results have been favorable for employees and management. Thus, it is OAAC's assessment that no further reporting is required of DPW, inasmuch as their diversity and EEO programs are well integrated throughout the department.

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